

Support Line Update

“An Easy Reference for Getting the Most Out of Support Line,” now available on the World Wide Web, updates and replaces the information published in the November 1996 article “Talking to AIX Support Line.”

Go to <http://service.software.ibm.com>, IBM Software Technical Support, and follow these links to the Support Line information:

1. AIX Software Technical Support
2. Choose a country: United States
3. About AIX Support Line (phone support)—
under Roadmap to AIX Technical Support
(English only)

Put your bookmark at this location to easily refer to AIX Support Line telephone support information.

AIX Cluster Solutions Tested

A development group at IBM Austin has taken existing software products running concurrently on a collection of RS/6000 hardware to produce a clustered environment. The types of products tested included administration, network management, load balancing, storage, printing, performance, and middleware. Dozens of test cases were performed to discover how these products achieved high availability, manageability, and scalability.

Information about these test cases and their results is available on the World Wide Web. To view this information, open the following URL: <http://www.rs6000.ibm.com/resource/technology>. From here, click on the “More” link or scroll down to the last section, More Tech ReSources. Select the link entitled “Testing Cluster Solutions in an RS/6000 Environment.”